Appendix A – Testing Universe of PMs

Measure No.	Measure Name
Preordering/Ordering	
1.1	Average Response Time for Manual Loop Makeup Information
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders
2	Percent Responses Received Within "X" Seconds – OSS Interfaces
4	OSS Interface Availability
5	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours
5.2	Percentage of Unsolicited FOCs by Reason Code
6	Average Time to Return FOC
7	Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System
7.1	Percent Mechanized Completions Returned Within One Day of Work Completion
8	Average Time to Return Mechanized Completions
9	Percent Rejects
10	Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in Mor
10.1	Percent Mechanized Rejects Returned Within One Hour of Receipt of Order
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours
10.3	Percent Manual Rejects Received Manually and Returned Within Five Hours
10.4	Percentage of Orders Given Jeopardy Notices (Prev. MI 1)
11	Mean Time to Return Mechanized Rejects
11.1	Mean Time to Return Manual Rejects That Are Received Via an Interface
11.2	Mean Time to Return Manual Rejects That Are Received Thru the Manual Process
12	Mechanized Provisioning Accuracy
13	Order Process Percent Flow Through
13.1	Total Order Process Percent Flow Through
Billing	
14	Billing Accuracy
15	Percent of Accurate and Complete Formatted Mechanized Bills Via EDI or BDT
16	Percent of Usage Records Transmitted Correctly
17	Billing Completeness
18	Billing Timeliness (Wholesale Bill)
19	Daily Usage Feed Timeliness
20	Unbillable Usage
Miscellaneous Administrative	
21.1	Average Time Placed on Hold at LSC
22	Local Service Center (LSC) Grade of Service (GOS)

Appendix A – Testing Universe of PMs

Measure No.	Measure Name
24.1	Average Time Placed on Hold at LOC
25	Local Operations Center (LOC) Grade of Service (GOS)
Provisioning - Resale POTS	
27	Mean Installation Interval
28	Percent POTS/UNE-P Installations Completed Within the Customer Requested Due Date
29	Percent Ameritech Caused Missed Due Dates
30	Percent Ameritech Missed Due Dates Due to Lack of Facilities
31	Average Delay Days for Missed Due Dates Due to Lack of Facilities
32	Average Delay Days for Ameritech Caused Missed Due Dates
33	Percent Ameritech Caused Missed Due Dates > 30 Days
35	Percent Trouble Reports Within 30 Days (1-30) of Installation
Maintenance - Resale POTS	
37	Trouble Report Rate
37.1	Trouble Report Rate Net of Installation and Repeat Reports
38	Percent Missed Repair Commitments
39	Receipt to Clear Duration
40	Percent Out of Service (OOS) < 24 Hours
41	Percent Repeat Reports
42	Percent No Access (Percent of Trouble Reports With No Access)
Provisioning - Resale Specials and UNE Loop and Port Combinations	
43	Average Installation Interval
44	Percent Specials Installations Completed Within Customer Requested Due Date
45	Percent Ameritech Caused Missed Due Dates
46	Percent Trouble Reports Within 30 Days (I-30) of Installation
47	Percent Ameritech Missed Due Dates Due to Lack of Facilities
48	Average Delay Days for Missed Due Dates Due to Lack of Facilities
49	Average Delay Days for Ameritech-Caused Missed Due Dates
50	Percent Ameritech Caused Missed Due Dates > 30 days
Maintenance - Resale Specials and UNE Loop and Port Combinations	
52	Mean Time to Restore
53	Percent Repeat Reports
54	Failure Frequency
54.1	Trouble Report Rate Net of Installation and Repeat Reports
Provisioning - Unbundled Network Elements	
55	Average Installation Interval
55.1	Average Installation Interval - DSL
55.2	Average Installation Interval - LNP With a Loop

Appendix A – Testing Universe of PMs

Measure No.	Measure Name
55.3	Percent xDSL-Capable Loop Orders Requiring the Removal Load Coils and/or Repeaters
56	Percent Installations Completed Within Customer Requested Due Date
56.1	Percent Installations Completed Within Customer Requested Due Date
58	Percent Ameritech Caused Missed Due Dates
59	Percent Trouble Reports Within 30 Days of Installation
60	Percent Ameritech Missed Due Dates Due to Lack of Facilities
61	Average Delay Days for Missed Due Dates Due to Lack of Facilities
62	Average Delay Days for Ameritech-Caused Missed Due Dates
63	Percent Ameritech Caused Missed Due Dates > 30 days
Maintenance - Unbundled Network Elements	
65	Trouble Report Rate
65.1	Trouble Report Rate Net of Installation and Repeat Reports
66	Percent of Missed Appointments
67	Mean Time to Restore
68	Percent Out of Service <24 Hours
69	Percentage of Reports Percent Repeat Reports
Interconnection Trunks	
70	Percentage of Trunk Blockage (Call Blockage)
70.1	Trunk Blocking Exclusions
70.2	Percentage of Trunk Blockage (Trunk Groups)
71	Common Transport Trunk Group Blockage
73	Percentage Missed Due Dates - Interconnection Trunks
74	Average Delay Days For Missed Due Dates - Interconnection Trunks
75	Percentage Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks
76	Average Trunk Restoration Interval - Interconnection Trunks
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups
78	Average Interconnection Trunk Installation Interval
Directory Assistance and Operator Services	
79	Directory Assistance Grade of Service
80	Directory Assistance Average Speed of Answer
81	Operator Services Grade of Service
82	Operator Services Speed of Answer
83	Percentage of Calls Abandoned
Local Number Portability	
91	Percent of LNP Due Dates Within Industry Guidelines
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer
93	Percentage of Customer Accounts Restructured by the LNP Due Date

Appendix A – Testing Universe of PMs

Measure No.	Measure Name
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes
96	Percentage Premature Disconnects for LNP Orders
97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date
98	Percentage Trouble LNP (I-Reports) in 30 Days
99	Average Delay Days for Ameritech-Missed Due Dates (For Standalone LNP Orders)
100	Average Time of Out of Service for LNP Conversions
101	Percent Out of Service < 60 minutes
9-1-1	
102	Average Time to Clear Errors (Reported in IL, IN, OH, WI)
103	Percent Accuracy for 9-1-1 Database Updates (Facility-Based Providers) (Reported in IL, IN, OH, WI)
104	Average Time Required to Update 9-1-1 Database (Facility-Based Providers) (Reported in IL, IN, OH, WI)
104.1	Average Time It Takes to Unlock the 9-1-1 Record
Poles, Conduit and Right of Way	
105	Percentage of Requests Processed Within 35 Days
106	Average Days Required to Process a Request
Collocation	
107	Percent Missed Collocation Due Dates
108	Average Delay Days for Ameritech-Missed Due Dates
109	Percent of Requests Processed Within the Established Timelines
Directory Assistance Database	
110	Percentage of Updates Completed into the DA Database Within 72 Hours for Facility-Based CLECs
111	Average Update Interval for DA Database for Facility Based CLECs
112	Percentage DA Database Accuracy for Manual Updates
113	Percentage of Electronic Updates That Flow Through the Update Process Without Manual Intervention
Coordinated Conversions	
114	Percentage of Premature Disconnects (Coordinated Cutovers)
114.1	CHC/FDT LNP With Loop Provisioning Interval
115	Percentage of Ameritech-Caused Delayed Coordinated Cutovers
115.1	Percent Provisioning Trouble Reports
115.2	Mean Time to Restore - Provisioning Trouble Report (PTR)
NXX	
117	Percent NXXs Loaded and Tested Prior to the LERG Effective Date
118	Average Delay Days for NXX Loading and Testing
119	Mean Time to Repair

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Measure No.	Measure Name
Bona Fide Request Process (BFRs)	
120	Percentage of Requests Processed Within 30 Business Days
121	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days
Additional Measures	
MI 2	Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date
MI 3	Coordinated Conversions Outside of the Interval
MI 4	Average Time to Provide a Collocation Arrangement
MI 5	Structure Requests Completed Outside of Interval
MI 9	Percentage Missing FOCs
MI 10	Percent Time-Out Transactions
MI 11	Average Interface Outage Notification
MI 12	Average Time to Clear Service Order Errors
MI 13	Percent Loss Notification Within One Hour of Service Order Completion
MI 14	Percent Completion Notifications Returned Within "X" Hours of Completion of Maintenance Trouble Ticket
MI 15	Change Management
MI 16	Percentage Rejected Query Notices
WI 1	Percent No Access for UNE Loops - Provisioning
WI 2	Percent No Access for UNE Loops - Maintenance
WI 9	Percent Facility Modification Orders
CLEC WI 1	Average Delay in Original FOC Due Date
CLEC WI 4	Accuracy of Processing CLEC Corrections Based on Review of Directory Information
CLEC WI 5	Percentage of Protectors Not Moved After Technician Visit
CLEC WI 6	FMOD Process: Percent of Form A Received Within the Interval
CLEC WI 7	FMOD Process: Percent of Forms B, C, D, and E received Within 72 Hours of Form A
CLEC WI 8	FMOD Process: Percent of Form B Returned FOC Within 24 hours
CLEC WI 9	FMOD Process: Percent of Form C Return Quote Within the Interval
CLEC WI 11	FMOD Process: Percent Due Date Met
IN 1	Percent Loop Acceptance Test Completed on or Prior to the Completion Date